Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of	)	
	)	
Application by BellSouth Corporation,	)	
BellSouth Telecommunications, Inc., and	)	
BellSouth Long Distance, Inc., for	)	
Provision of In-Region, InterLATA	)	CC Docket No. 01-277
Services in Georgia and Louisiana	)	
	)	

**DECLARATION OF SHERRY LICHTENBERG,
RENE DESROSIERS, KAREN KINARD & RICHARD CABE**

ATTACHMENTS

ATTACHMENT 1

1. What are BST plans for providing this functionality via industry EDI and CORBA interface guidelines?
2. What are plans for upgrade to LSOG 5? Or will this version be a hybrid LSOG 4/5?
3. Are field characteristics, i.e., alpha, numeric, alpha/numeric, and special between pre order identical to ordering requirements?
4. Requirements document does not identify field usage, i.e., required, conditional, optional, prohibited, etc.
5. Requirements document does not identify field lengths.
6. Are field names for Pre Order identical to Order when definition our general usage are the same?
7. In many instances the requirements document does not identify valid values applicable for specific fields, e.g., SATH, CITY, STATE, LASD, LATH, LASS, LALOC, etc. Are pre order values received in these fields to be populated exactly as received (i.e., with case sensitivity applied) to order as received in pre order CSR transaction?
8. Are field values contained in Pre Order CSR response transaction identical to order initiation requirements?
9. If the end user's listed and service address is identical, will both be parsed out in response transaction? What if they are not identical, will both sets of fields be populated? If account is classified as non listed, will all listed addresses be left blank?
10. If the end users directory delivery address is identical to either the service or listed address, will all be parsed out in response transaction? What if they are not identical?

The following fields were identified by the CLEC community (11/16/00 requirements review session) as valid fields to be utilized by BST for the CSR Inquiry and/or Response transactions (parsed). However, these field requirements are not contained in the BST 9/11 User Requirements document:
1. CC – Company Code.
2. AGAUTH – Agency Authorization
3. TOS – Type of Service
4. NAME – End User Name (not for directory delivery)
5. NC – Network Channel Code
6. NCI – Network Channel Interface Code
7. SECNCI – Secondary Network Channel Interface Code
8. FEATDES – Feature Description
9. LST – Local Service Termination
10. DGOUT – DID Digits Out
11. HNTYP – Hunting Type
12. HTSEQ – Hunting Sequence
13. SGNL – Signaling
14. DDADLO – Delivery Address Descriptive Location
15. STYC – Style Code
16. TOA – Type of Account
17. LNPL – Listed Name Placement
18. LTXNUM – Line of Text Reference Number
19. BRO – Business/Residence Placement Override

The following issues/clarification requests relate to individual requirement numbers (UR6776.xxxx):
2. how will user select/designate parsed versus unparsed type request?
2A. Need additional clarification on what last paragraph means, for BST owned accounts.
3B. Does block of data mean that within one transaction both parsed and non-parsed data will be returned?
3C. How does this limitation equate to lines of text or access lines? What will be returned if this limitation is hit? What alternative does CLEC have if this limitation occurs?
4. What are inquiry requirements? CCNA was recommended to be prohibited for response transaction.
10. What are inquiry requirements?
20. Do both options provide parsed only results, or what? The CLEC community requested that TXTYP be required on response transaction.
30 & 31. Date and time sent value on response transaction should not be ECHO but exact time of BST transmission.

40, 45, & 46. If user inputs WTN value in WTN field, are all associated TNs returned? If user inputs WTN in ATN field and WTN=BTN are all details returned?

80. Why is Class of service being returned as unfielded data. CS data should be returned as a 5 A/N field as per OBF guidelines. Identifies the type of service relationship for ordering. CLECs identified CS is a required response transaction field.

180. Is APT, SUIT, UNIT, LOT, and SLIP an inclusive list of valid values for Room?

190 Is WNG and PIER an inclusive list of valid values for Building, shouldn't BLDG also be included? In example used by BST, where would Atrium be located?

200. Will Floor only contain a numeric value? What is inclusive list of valid values for Floor?

240. Will BST only provide a 5 digit zip code value?

420 What are valid values?

440 What are valid values?

450 What are valid values?

460 What are valid values? Or are community names spelled in full?

461 What are valid values?

470 What are valid values?

500 What are valid values?

510 What are valid values?

650 What are valid values?

670 What are valid values?

680 What are valid values?

700 What are valid values?

720 What are valid values?

ATTACHMENT 2

BST - AUTOMATED REJECTS

TOP ISSUES	ALL REJECTS			INITIAL			SUPPLEMENTAL		
	REJECT VOLUME	% OF REJECTS	% OF ORDERS	REJECT VOLUME	% OF REJECTS	% OF ORDERS	REJECT VOLUME	% OF REJECTS	% OF ORDERS
1 MULTIPLE BTN	2079	22%	N/A	1357	14.7%	N/A	722	7.8%	N/A
2 NAME/ADDRESS	1436	16%	N/A	913	9.9%	N/A	523	5.7%	N/A
3 PON/VERSION REJECTS	1104	12%	N/A	22	0.2%	N/A	1082	11.7%	N/A
4 PON AGED OFF	761	8%	N/A	4	0.0%	N/A	757	8.2%	N/A
5 INVALID TN	707	8%	N/A	578	6.3%	N/A	129	1.4%	N/A
6 LCON	699	8%	N/A	686	7.4%	N/A	13	0.1%	N/A
7 LISTING REJECTS	534	6%	N/A	473	5.1%	N/A	61	0.7%	N/A
8 BST REJECTS	398	4%	N/A	264	2.9%	N/A	134	1.4%	N/A
9 MIGRATION DECLINED	312	3%	N/A	304	3.3%	N/A	8	0.1%	N/A
10 DISCONNECTION DETAILS	274	3%	N/A	272	2.9%	N/A	2	0.0%	N/A

TOP 5 OF INITIAL VERSIONS	REJECT VOLUME	% OF REJECTS	% OF ORDERS
MULTIPLE BTN	1357	15%	N/A
NAME/ADDRESS	913	10%	N/A
LCON	686	7%	N/A
INVALID TN	578	6%	N/A
LISTING REJECTS	473	5%	N/A

TOP 5 OF SUPPLEMENTAL VERSIONS	REJECT VOLUME	% OF REJECTS	% OF ORDERS
PON/VERSION REJECTS	1082	12%	N/A
PON AGED OFF	757	8%	N/A
MULTIPLE BTN	722	8%	N/A
NAME/ADDRESS	523	6%	N/A
BST REJECTS	134	1%	N/A

TOP REJECT CODES

Code	%	Volume
G9496 - TNS=7704753071 ON LNUM=00002 NOT FOUND ON EATN=7704753071 FOR ACT=	21%	2025
R1030 - VER MUST BE GREATER THAN PREVIOUS VERSION	11%	1036
G7905 - RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	9%	879
R1645 - LSR/PON AGED OFF	8%	761
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	7%	688
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	4%	354
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	4%	354
AO ASSIGNABLE ORDER	4%	337
G7400 - CLEC DOES NOT OWN THIS ACCOUNT.	3%	309
G7250 - LSR HOUSENUMBER INCORRECT	3%	307
G9626 - CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP SERVICE	3%	301
G9627 - ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	3%	243
G9442 - DLNUM=0001 LTN=7709961213 ALI MUST BE UNIQUE	2%	170
G9860 - UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	2%	159
G7055 - NUM=7703939880 TELNO=7703939880 ACCOUNT IS FINAL	1%	130
G8209 - USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN 770 532-2155	1%	101
G8830 - CLEC ALREADY OWNS THIS ACCOUNT	1%	94
G9685 - DUE DATE COULD NOT BE CALCULATED	1%	93
G7860 - RSAG - NO EXACT MATCH ON STREET NAME	1%	92
S3410 - LNA MUST BE X OR G IF OTN IS POPULATED	1%	92

MIGRATION	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
MULTIPLE BTN	33.8%	2078	22.1%	1356	11.7%	722	9.2%	563	2.6%	159
PON/VERSION REJECTS	13.6%	835	0.1%	8	13.5%	827	10.4%	639	3.1%	188
NAME/ADDRESS	11.7%	721	7.3%	449	4.4%	272	2.8%	171	1.6%	101
LCON	10.9%	673	10.7%	660	0.2%	13	0.1%	8	0.1%	5
PON AGED OFF	9.7%	598	0.1%	4	9.7%	594	9.2%	568	0.4%	26
MIGRATION DECLINED	5.0%	307	4.9%	301	0.1%	6	0.0%	3	0.0%	3
INVALID TN	2.6%	161	1.5%	93	1.1%	68	0.7%	45	0.4%	23
LOCAL FREEZE	2.6%	159	2.5%	156	0.0%	3	0.0%	3	0.0%	0
FEATURES/USOCS	2.3%	143	1.4%	89	0.9%	54	0.6%	39	0.2%	15
BST REJECTS	1.5%	94	1.3%	81	0.2%	13	0.1%	8	0.1%	5
DUPLICATE INSTALL/MIGRATE	1.5%	94	0.4%	26	1.1%	68	0.8%	52	0.3%	16
DUE DATE	1.4%	88	1.1%	69	0.3%	19	0.3%	16	0.0%	3
CLASS OF SERVICE (CID)	1.0%	62	0.8%	48	0.2%	14	0.2%	12	0.0%	2
PENDING ORDER	0.7%	43	0.6%	34	0.1%	9	0.1%	5	0.1%	4
INVALID LEC REJECTS	0.6%	34	0.4%	27	0.1%	7	0.1%	4	0.0%	3
LISTING REJECTS	0.5%	31	0.4%	22	0.1%	9	0.1%	5	0.1%	4
INVALID/MISSING DATA	0.4%	26	0.3%	19	0.1%	7	0.1%	5	0.0%	2
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	6147	56.0%	3442	44.0%	2705	34.9%	2146	9.1%	559

NEW INSTALL	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
NAME/ADDRESS	56.0%	705	36.1%	455	19.8%	250	15.1%	190	4.8%	60
BST REJECTS	21.6%	272	12.3%	155	9.3%	117	6.0%	76	3.3%	41
PON/VERSION REJECTS	13.7%	172	0.0%	0	13.7%	172	8.7%	110	4.9%	62
PON AGED OFF	5.4%	68	0.0%	0	5.4%	68	3.8%	48	1.6%	20
LCON	1.9%	24	1.9%	24	0.0%	0	0.0%	0	0.0%	0
PENDING ORDER	0.8%	10	0.3%	4	0.5%	6	0.3%	4	0.2%	2
DUE DATE	0.6%	8	0.1%	1	0.6%	7	0.4%	5	0.2%	2
LISTING REJECTS	0.1%	1	0.1%	1	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID TN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	1260	50.8%	640	49.2%	620	34.4%	433	14.8%	187

TOP REJECTS FOR MIGRATION:

G9496 - TNS=7704753071 ON LNUM=00002 NOT FOUND ON EATN=7704753071 FOR ACT=	33%	2024
R1030 - VER MUST BE GREATER THAN PREVIOUS VERSION	13%	793
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	11%	662
R1645 - LSR/PON AGED OFF	10%	598
G7250 - LSR HOUSENUMBER INCORRECT	5%	307
G9626 - CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP SERVICE	5%	301
G7905 - RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4%	256
G9860 - UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	3%	159
G8209 - USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN 770 532-2155	2%	96
G8830 - CLEC ALREADY OWNS THIS ACCOUNT	2%	94
G9685 - DUE DATE COULD NOT BE CALCULATED	1%	81
G7055 - NUM=7703939880 TELNO=7703939880 ACCOUNT IS FINAL	1%	73
G9627 - ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1%	66
AO ASSIGNABLE ORDER	1%	63
G8945 - LINECLSSVC AND TOS DO NOT MATCH	1%	62
G9475 - ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	1%	61
G9488 - DISPOSITION OF ALL LINES REQUIRED ON ACT V	1%	54
PD PENDING ORDER	1%	43
G8195 - CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN 770 227-1838 /CFND <	1%	40
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	1%	39

TOP REJECTS FOR NEW INSTALL:

G7905 - RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	49%	618
AO ASSIGNABLE ORDER	21%	260
R1030 - VER MUST BE GREATER THAN PREVIOUS VERSION	14%	172
G7860 - RSAG - NO EXACT MATCH ON STREET NAME	6%	76
R1645 - LSR/PON AGED OFF	5%	68
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	2%	24
G8825 - ORDER ERR:	1%	11
G9641 - REQUESTED ACTIVITY ALREADY PENDING	1%	9
R1131 - DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE	0%	6
G7935 - RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	0%	5
G7900 - RSAG - NO MATCH ON STREET NAME	0%	2
G9685 - DUE DATE COULD NOT BE CALCULATED	0%	2
PD PENDING ORDER	0%	1
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	1
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	1
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	1
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	1
G7718 - UNABLE TO RETRIEVE PSO TO PROCESS SUP	0%	1
G7930 - RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	0%	1
CA CANCELLED ORDER	0%	0

CHANGE

CHANGE	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
LISTING REJECTS	36.4%	475	32.6%	425	3.8%	50	1.7%	22	2.1%	28
DISCONNECTION DETAILS	17.0%	222	17.0%	222	0.0%	0	0.0%	0	0.0%	0
INVALID TN	15.8%	206	12.5%	163	3.3%	43	2.1%	28	1.2%	15
FEATURES/USOCS	7.3%	95	4.2%	55	3.1%	40	1.9%	25	1.2%	15
PON ACTIVITY/LINE ACTIVITY	7.3%	95	7.3%	95	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	6.7%	87	0.0%	0	6.7%	87	5.8%	75	0.9%	12
PON/VERSION REJECTS	5.6%	73	0.9%	12	4.7%	61	3.5%	46	1.2%	15
BST REJECTS	1.8%	23	1.5%	20	0.2%	3	0.2%	3	0.0%	0
PENDING ORDER	1.3%	17	1.1%	14	0.2%	3	0.1%	1	0.2%	2
NAME/ADDRESS	0.4%	5	0.3%	4	0.1%	1	0.0%	0	0.1%	1
MIGRATION DECLINED	0.2%	3	0.2%	2	0.1%	1	0.1%	1	0.0%	0
INVALID LEC REJECTS	0.2%	2	0.1%	1	0.1%	1	0.0%	0	0.1%	1
MULTIPLE BTN	0.1%	1	0.1%	1	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUE DATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	1304	77.8%	1014	22.2%	290	15.4%	201	6.8%	89

MOVE

MOVE	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
DISCONNECTION DETAILS	59.8%	52	57.5%	50	2.3%	2	0.0%	0	2.3%	2
PON/VERSION REJECTS	13.8%	12	0.0%	0	13.8%	12	8.0%	7	5.7%	5
PON AGED OFF	9.2%	8	0.0%	0	9.2%	8	4.6%	4	4.6%	4
DUE DATE	9.2%	8	5.7%	5	3.4%	3	0.0%	0	3.4%	3
BST REJECTS	5.7%	5	5.7%	5	0.0%	0	0.0%	0	0.0%	0
PENDING ORDER	2.3%	2	2.3%	2	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID TN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NAME/ADDRESS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	87	71.3%	62	28.7%	25	12.6%	11	16.1%	14

TOP REJECTS FOR CHANGE:

Code - Description	%	Count
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	20%	330
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	20%	330
G9442 - DLNUM=0001 LTN=7709961213 ALI MUST BE UNIQUE	9%	143
G7400 - CLEC DOES NOT OWN THIS ACCOUNT.	7%	107
S3410 - LNA MUST BE X OR G IF OTN IS POPULATED	6%	92
T8140 - LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, (	6%	92
T8255 - LNUM=00001 TC FR IS REQUIRED IF LNUM TC OPT IS POPULATED AND LNA IS C G N OR V AND REQ	6%	92
R1645 - LSR/PON AGED OFF	5%	87
G9627 - ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	3%	50
R1030 - VER MUST BE GREATER THAN PREVIOUS VERSION	3%	49
G7055 - NUM=7703939880 TELNO=7703939880 ACCOUNT IS FINAL	3%	47
G9481 - LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	3%	45
T8180 - LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	2%	38
G9602 - USOC ALREADY EXISTS ON CUSTOMER RECORD	2%	25
PD PENDING ORDER	1%	17
G8825 - ORDER ERR:	1%	15
G8970 - FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	1%	12
R1015 - PON DUPLICATE ON INITIAL LSR	1%	12
R1215 - SUP PROHIBITED WHEN FIRST CHARACTER OF REQTYP CHANGES	1%	9
AO ASSIGNABLE ORDER	0%	8

TOP REJECTS FOR MOVE:

Code - Description	%	Count
T8180 - LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	60%	52
R1030 - VER MUST BE GREATER THAN PREVIOUS VERSION	14%	12
R1145 - INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS	9%	8
R1645 - LSR/PON AGED OFF	9%	8
AO ASSIGNABLE ORDER	6%	5
PD PENDING ORDER	2%	2
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	0
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	0%	0
E2115 - LOCNUM=000 ZIP CODE-EU MUST BE 5 OR 9 NUMERICS AT THIS LOCATION	0%	0
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	0%	0
E2130 - LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION	0%	0
G7020 - NUM= TELNO= TN NOT FOUND IN CRIS	0%	0

RECORD	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
LISTING REJECTS	67.5%	27	62.5%	25	5.0%	2	5.0%	2	0.0%	0
INVALID TN	15.0%	6	12.5%	5	2.5%	1	2.5%	1	0.0%	0
BST REJECTS	7.5%	3	7.5%	3	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	5.0%	2	2.5%	1	2.5%	1	2.5%	1	0.0%	0
LCON	5.0%	2	5.0%	2	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUE DATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PENDING ORDER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NAME/ADDRESS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	40	90.0%	36	10.0%	4	10.0%	4	0.0%	0

TOP REJECTS FOR RECORD:

G9442 - DLNUM=0001 LTN=7709961213 ALI MUST BE UNIQUE	68%	27
G8825 - ORDER ERR:	8%	3
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	5%	2
G7055 - NUM=7703939880 TELNO=7703939880 ACCOUNT IS FINAL	5%	2
G7400 - CLEC DOES NOT OWN THIS ACCOUNT.	5%	2
G9155 - UNE - PORTED OUT NUMBER	5%	2
G9627 - ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	5%	2
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	0
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	0%	0
E2115 - LOCNUM=000 ZIP CODE-EU MUST BE 5 OR 9 NUMERICS AT THIS LOCATION	0%	0

SUSPEND/RESTORE	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
INVALID TN	91.0%	132	91.0%	132	0.0%	0	0.0%	0	0.0%	0
DUE DATE	3.4%	5	3.4%	5	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	3.4%	5	3.4%	5	0.0%	0	0.0%	0	0.0%	0
NAME/ADDRESS	2.1%	3	2.1%	3	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PENDING ORDER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	145	100.0%	145	0.0%	0	0.0%	0	0.0%	0

TOP REJECTS FOR SUSPEND AND RESTORE:

G7400 - CLEC DOES NOT OWN THIS ACCOUNT.	72%	105
G9627 - ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	18%	26
G9529 - CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	3%	5
G9685 - DUE DATE COULD NOT BE CALCULATED	3%	5
G7645 - MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	2%	3
G7055 - NUM=7703939880 TELNO=7703939880 ACCOUNT IS FINAL	1%	1
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	0
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	0%	0
E2115 - LOCNUM=000 ZIP CODE-EU MUST BE 5 OR 9 NUMERICS AT THIS LOCATION	0%	0
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	0%	0

DEACTIVATION	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
INVALID TN	76.2%	202	69.8%	185	6.4%	17	4.9%	13	1.5%	4
PENDING ORDER	14.0%	37	14.0%	37	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	4.5%	12	0.8%	2	3.8%	10	2.6%	7	1.1%	3
DEACTIVATION DETAIL	2.3%	6	2.3%	6	0.0%	0	0.0%	0	0.0%	0
DUE DATE	1.9%	5	1.9%	5	0.0%	0	0.0%	0	0.0%	0
NAME/ADDRESS	0.8%	2	0.8%	2	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.4%	1	0.0%	0	0.4%	1	0.4%	1	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARCH	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	265	89.4%	237	10.6%	28	7.9%	21	2.6%	7
	^	=	^	+	^					

TOP REJECTS FOR DEACTIVATION:

G9627 - ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	37%	99
G7400 - CLEC DOES NOT OWN THIS ACCOUNT.	36%	95
G9641 - REQUESTED ACTIVITY ALREADY PENDING	14%	37
R1030 - VER MUST BE GREATER THAN PREVIOUS VERSION	4%	10
G7055 - NUM=7703939880 TELNO=7703939880 ACCOUNT IS FINAL	3%	7
T8040 - LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUM	2%	6
G9685 - DUE DATE COULD NOT BE CALCULATED	2%	5
G7645 - MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1%	2
R1015 - PON DUPLICATE ON INITIAL LSR	1%	2
AO ASSIGNABLE ORDER	0%	1
G7020 - NUM= TELNO= TN NOT FOUND IN CRIS	0%	1
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0

BST - MANUAL REJECTS

TOP ISSUES	ALL REJECTS			INITIAL			SUPPLEMENTAL		
	REJECT VOLUME	% OF REJECTS	% OF ORDERS	REJECT VOLUME	% OF REJECTS	% OF ORDERS	REJECT VOLUME	% OF REJECTS	% OF ORDERS
1 NAME/ADDRESS	1316	51%	N/A	933	36.0%	N/A	383	14.8%	N/A
2 REJECTS NEEDING RESEARCH	293	11%	N/A	164	6.3%	N/A	129	5.0%	N/A
3 FEATURES/USOCS	211	8%	N/A	133	5.1%	N/A	78	3.0%	N/A
4 PENDING ORDER	159	6%	N/A	127	4.9%	N/A	32	1.2%	N/A
5 INVALID LEC REJECTS	130	5%	N/A	71	2.7%	N/A	59	2.3%	N/A
6 INVALID TN	112	4%	N/A	76	2.9%	N/A	36	1.4%	N/A
7 CLASS OF SERVICE (CID)	72	3%	N/A	51	2.0%	N/A	21	0.8%	N/A
8 PON/VERSION REJECTS	68	3%	N/A	41	1.6%	N/A	27	1.0%	N/A
9 DUE DATE	54	2%	N/A	24	0.9%	N/A	30	1.2%	N/A
10 NEW LINE	53	2%	N/A	16	0.6%	N/A	37	1.4%	N/A

TOP 5 OF INITIAL VERSIONS			
	REJECT VOLUME	% OF REJECTS	% OF ORDERS
NAME/ADDRESS	933	36%	N/A
REJECTS NEEDING RESEARCH	164	6%	N/A
FEATURES/USOCS	133	5%	N/A
PENDING ORDER	127	5%	N/A
INVALID TN	76	3%	N/A

TOP 5 OF SUPPLEMENTAL VERSIONS			
	REJECT VOLUME	% OF REJECTS	% OF ORDERS
NAME/ADDRESS	383	15%	N/A
REJECTS NEEDING RESEARCH	129	5%	N/A
FEATURES/USOCS	78	3%	N/A
INVALID LEC REJECTS	59	2%	N/A
NEW LINE	37	1%	N/A

TOP REJECT CODES

MCI CODE [Z23] name/address	51%	1316
ALL REMAINING UNKNOWNS	11%	293
MCI CODE [Z12] pending order	6%	159
MCI CODE [Z28] feature detail conflicts	5%	135
MCI CODE [Z10] invalid or insufficient reject detail	5%	130
MCI CODE [Z33] conflict with order activity	3%	72
MCI CODE [Z16] invalid TN	3%	71
MCI CODE [Z29] feature combination invalid	2%	60
MCI CODE [Z13] duplicate PON / version	2%	56
MCI CODE [Z22] due date	2%	54
MCI CODE [Z36] WSOP / new line	2%	53
MCI CODE [Z34] customer has migrated away from MCI	2%	41
MCI CODE [Z25] ali code / listing activity	1%	32
MCI CODE [Z21] business, DSL, special line	1%	30
MCI CODE [Z15] multiple BTN	1%	18
MCI CODE [Z30] invalid PIC	1%	18
MCI CODE [Z37] billing account number	1%	17
MCI CODE [Z26] invalid feature	1%	16
MCI CODE [Z14] supplement invalid	0%	12
MCI CODE [Z20] duplicate install/migration	0%	8

MIGRATION

MIGRATION	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
NAME/ADDRESS	53.8%	916	42.0%	716	11.7%	200	9.0%	154	2.7%	46
REJECTS NEEDING RESEARCH	10.3%	175	5.9%	100	4.4%	75	3.4%	58	1.0%	17
FEATURES/USOCS	9.1%	155	6.0%	102	3.1%	53	2.1%	36	1.0%	17
INVALID LEC REJECTS	7.0%	119	3.9%	67	3.1%	52	2.0%	34	1.1%	18
PENDING ORDER	6.3%	108	4.8%	81	1.6%	27	1.2%	20	0.4%	7
DUE DATE	2.6%	44	1.1%	18	1.5%	26	1.0%	17	0.5%	9
INVALID TN	2.2%	37	1.2%	21	0.9%	16	0.6%	10	0.4%	6
MIGRATION DECLINED	1.7%	29	1.5%	26	0.2%	3	0.2%	3	0.0%	0
CLASS OF SERVICE (CID)	1.6%	28	1.3%	23	0.3%	5	0.3%	5	0.0%	0
PON/VERSION REJECTS	1.5%	26	0.4%	7	1.1%	19	0.9%	16	0.2%	3
LISTING REJECTS	1.5%	26	1.3%	22	0.2%	4	0.2%	4	0.0%	0
MULTIPLE BTN	0.9%	16	0.8%	13	0.2%	3	0.2%	3	0.0%	0
BILLING ACCOUNT NUMBER	0.8%	14	0.6%	11	0.2%	3	0.2%	3	0.0%	0
PIC REJECTS	0.2%	4	0.2%	3	0.1%	1	0.0%	0	0.1%	1
DUPLICATE INSTALL/MIGRATE	0.2%	4	0.1%	1	0.2%	3	0.1%	1	0.1%	2
NEW LINE	0.1%	2	0.1%	2	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.1%	1	0.1%	1	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	1704	71.2%	1214	28.8%	490	21.4%	364	7.4%	126

TOP REJECTS FOR MIGRATION:

MCI CODE [Z23] name/address	54%	916
ALL REMAINING UNKNOWNS	10%	175
MCI CODE [Z10] invalid or insufficient reject detail	7%	119
MCI CODE [Z12] pending order	6%	108
MCI CODE [Z28] feature detail conflicts	5%	93
MCI CODE [Z29] feature combination invalid	3%	52
MCI CODE [Z22] due date	3%	44
MCI CODE [Z16] invalid TN	2%	31
MCI CODE [Z21] business, DSL, special line	2%	29
MCI CODE [Z33] conflict with order activity	2%	28
MCI CODE [Z25] ali code / listing activity	2%	26
MCI CODE [Z13] duplicate PON / version	1%	17
MCI CODE [Z15] multiple BTN	1%	16
MCI CODE [Z37] billing account number	1%	14
MCI CODE [Z26] invalid feature	1%	10
MCI CODE [Z14] supplement invalid	1%	9
MCI CODE [Z34] customer has migrated away from MCI	0%	6
MCI CODE [Z20] duplicate install/migration	0%	4
MCI CODE [Z30] invalid PIC	0%	4
MCI CODE [Z36] WSOP / new line	0%	2

NEW INSTALL

NEW INSTALL	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
NAME/ADDRESS	66.4%	291	32.0%	140	34.5%	151	18.7%	82	15.8%	69
NEW LINE	10.3%	45	2.7%	12	7.5%	33	2.1%	9	5.5%	24
REJECTS NEEDING RESEARCH	10.0%	44	3.0%	13	7.1%	31	2.3%	10	4.8%	21
FEATURES/USOCS	2.5%	11	1.1%	5	1.4%	6	0.5%	2	0.9%	4
CLASS OF SERVICE (CID)	2.5%	11	0.9%	4	1.6%	7	0.7%	3	0.9%	4
PON/VERSION REJECTS	2.1%	9	1.4%	6	0.7%	3	0.7%	3	0.0%	0
INVALID LEC REJECTS	1.4%	6	0.5%	2	0.9%	4	0.7%	3	0.2%	1
PENDING ORDER	1.4%	6	0.5%	2	0.9%	4	0.5%	2	0.5%	2
DUPLICATE INSTALL/MIGRATE	0.9%	4	0.7%	3	0.2%	1	0.2%	1	0.0%	0
DUE DATE	0.7%	3	0.0%	0	0.7%	3	0.2%	1	0.5%	2
INVALID TN	0.7%	3	0.5%	2	0.2%	1	0.2%	1	0.0%	0
BILLING ACCOUNT NUMBER	0.5%	2	0.0%	0	0.5%	2	0.2%	2	0.2%	1
MIGRATION DECLINED	0.2%	1	0.0%	0	0.2%	1	0.2%	1	0.0%	0
MULTIPLE BTN	0.2%	1	0.0%	0	0.2%	1	0.2%	1	0.0%	0
PIC REJECTS	0.2%	1	0.0%	0	0.2%	1	0.2%	1	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	438	43.2%	189	56.8%	249	27.6%	121	29.2%	128

TOP REJECTS FOR NEW INSTALL:

MCI CODE [Z23] name/address	66%	291
MCI CODE [Z36] WSOP / new line	10%	45
ALL REMAINING UNKNOWNS	10%	44
MCI CODE [Z33] conflict with order activity	3%	11
MCI CODE [Z28] feature detail conflicts	2%	10
MCI CODE [Z13] duplicate PON / version	2%	7
MCI CODE [Z10] invalid or insufficient reject detail	1%	6
MCI CODE [Z12] pending order	1%	6
MCI CODE [Z20] duplicate install/migration	1%	4
MCI CODE [Z22] due date	1%	3
MCI CODE [Z14] supplement invalid	0%	2
MCI CODE [Z34] customer has migrated away from MCI	0%	2
MCI CODE [Z37] billing account number	0%	2
MCI CODE [Z15] multiple BTN	0%	1
MCI CODE [Z16] invalid TN	0%	1
MCI CODE [Z21] business, DSL, special line	0%	1
MCI CODE [Z29] feature combination invalid	0%	1
MCI CODE [Z30] invalid PIC	0%	1
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0

CHANGE	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
REJECTS NEEDING RESEARCH	17.4%	45	12.0%	31	5.4%	14	4.6%	12	0.8%	2
FEATURES/USOCS	17.4%	45	10.0%	26	7.3%	19	5.0%	13	2.3%	6
INVALID TN	14.7%	38	9.7%	25	5.0%	13	3.9%	10	1.2%	3
PENDING ORDER	13.5%	35	13.5%	35	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	12.4%	32	8.9%	23	3.5%	9	1.9%	5	1.5%	4
PON/VERSION REJECTS	11.6%	30	9.7%	25	1.9%	5	1.2%	3	0.8%	2
PIC REJECTS	5.0%	13	1.9%	5	3.1%	8	1.2%	3	1.9%	5
NAME/ADDRESS	4.6%	12	3.9%	10	0.8%	2	0.0%	0	0.8%	2
DUE DATE	2.3%	6	2.3%	6	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	1.2%	3	0.4%	1	0.8%	2	0.8%	2	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	259	72.2%	187	27.8%	72	18.5%	48	9.3%	24

MOVE	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
NAME/ADDRESS	55.9%	62	28.8%	32	27.0%	30	17.1%	19	9.9%	11
REJECTS NEEDING RESEARCH	18.0%	20	10.8%	12	7.2%	8	4.5%	5	2.7%	3
INVALID TN	12.6%	14	7.2%	8	5.4%	6	2.7%	3	2.7%	3
NEW LINE	5.4%	6	1.8%	2	3.6%	4	2.7%	3	0.9%	1
PENDING ORDER	3.6%	4	2.7%	3	0.9%	1	0.9%	1	0.0%	0
CLASS OF SERVICE (CID)	0.9%	1	0.9%	1	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	0.9%	1	0.9%	1	0.0%	0	0.0%	0	0.0%	0
DUE DATE	0.9%	1	0.0%	0	0.9%	1	0.9%	1	0.0%	1
BILLING ACCOUNT NUMBER	0.9%	1	0.0%	0	0.9%	1	0.9%	1	0.0%	0
MULTIPLE BTN	0.9%	1	0.9%	1	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	111	54.1%	60	45.9%	51	28.8%	32	17.1%	19

TOP REJECTS FOR CHANGE:

ALL REMAINING UNKNOWNS	17%	45
MCI CODE [Z12] pending order	14%	35
MCI CODE [Z28] feature detail conflicts	12%	32
MCI CODE [Z33] conflict with order activity	12%	32
MCI CODE [Z13] duplicate PON / version	12%	30
MCI CODE [Z34] customer has migrated away from MCI	10%	27
MCI CODE [Z30] invalid PIC	5%	13
MCI CODE [Z23] name/address	5%	12
MCI CODE [Z16] invalid TN	4%	11
MCI CODE [Z29] feature combination invalid	3%	7
MCI CODE [Z22] due date	2%	6
MCI CODE [Z26] invalid feature	2%	6
MCI CODE [Z10] invalid or insufficient reject detail	1%	3
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0

TOP REJECTS FOR MOVE:

MCI CODE [Z23] name/address	56%	62
ALL REMAINING UNKNOWNS	18%	20
MCI CODE [Z16] invalid TN	13%	14
MCI CODE [Z36] WSOP / new line	5%	6
MCI CODE [Z12] pending order	4%	4
MCI CODE [Z14] supplement invalid	1%	1
MCI CODE [Z15] multiple BTN	1%	1
MCI CODE [Z22] due date	1%	1
MCI CODE [Z33] conflict with order activity	1%	1
MCI CODE [Z37] billing account number	1%	1
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0

RECORD	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
LISTING REJECTS	27.3%	6	22.7%	5	4.5%	1	4.5%	1	0.0%	0
NAME/ADDRESS	18.2%	4	18.2%	4	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	18.2%	4	13.6%	3	4.5%	1	4.5%	1	0.0%	0
PENDING ORDER	18.2%	4	18.2%	4	0.0%	0	0.0%	0	0.0%	0
INVALID TN	9.1%	2	9.1%	2	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	9.1%	2	9.1%	2	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUE DATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	22	90.9%	20	9.1%	2	9.1%	2	0.0%	0
	^	=	^	+	^					

TOP REJECTS FOR RECORD:

MCI CODE [Z25] ali code / listing activity	27%	6
MCI CODE [Z12] pending order	18%	4
MCI CODE [Z23] name/address	18%	4
ALL REMAINING UNKNOWNS	18%	4
MCI CODE [Z13] duplicate PON / version	9%	2
MCI CODE [Z16] invalid TN	9%	2
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	0
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	0%	0
E2115 - LOCNUM=000 ZIP CODE-EU MUST BE 5 OR 9 NUMERICS AT THIS LOCATION	0%	0
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	0%	0

SUSPEND/RESTORE	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
NAME/ADDRESS	48.0%	12	48.0%	12	0.0%	0	0.0%	0	0.0%	0
INVALID TN	36.0%	9	36.0%	9	0.0%	0	0.0%	0	0.0%	0
REJECTS NEEDING RESEARC	16.0%	4	16.0%	4	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PENDING ORDER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUE DATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	25	100.0%	25	0.0%	0	0.0%	0	0.0%	0
	^	=	^	+	^					

TOP REJECTS FOR SUSPEND AND RESTORE:

MCI CODE [Z23] name/address	48%	12
MCI CODE [Z16] invalid TN	24%	6
ALL REMAINING UNKNOWNS	16%	4
MCI CODE [Z34] customer has migrated away from MCI	12%	3
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	0
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	0%	0
E2115 - LOCNUM=000 ZIP CODE-EU MUST BE 5 OR 9 NUMERICS AT THIS LOCATION	0%	0
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	0%	0
E2130 - LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION	0%	0
G7020 - NUM= TELNO= TN NOT FOUND IN CRIS	0%	0

DEACTIVATION	ALL VERSIONS		INITIAL		SUPPLEMENT		VERSION 2		VERSION 3+	
NAME/ADDRESS	57.6%	19	57.6%	19	0.0%	0	0.0%	0	0.0%	0
INVALID TN	27.3%	9	27.3%	9	0.0%	0	0.0%	0	0.0%	0
PENDING ORDER	6.1%	2	6.1%	2	0.0%	0	0.0%	0	0.0%	0
INVALID LEC REJECTS	6.1%	2	3.0%	1	3.0%	1	3.0%	1	0.0%	0
REJECTS NEEDING RESEARCH	3.0%	1	3.0%	1	0.0%	0	0.0%	0	0.0%	0
LISTING REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON/VERSION REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
NEW LINE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
CLASS OF SERVICE (CID)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUE DATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BILLING ACCOUNT NUMBER	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MULTIPLE BTN	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
FEATURES/USOCS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PIC REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DUPLICATE INSTALL/MIGRATE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
MIGRATION DECLINED	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LOCAL FREEZE	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON AGED OFF	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
LCON	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BST REJECTS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DISCONNECTION DETAILS	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
PON ACTIVITY/LINE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
INVALID/MISSING DATA	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
DEACTIVATION DETAIL	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
SUSPEND/RESTORE ACTIVITY	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
BTN ASSIGNMENT	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	100.0%	33	97.0%	32	3.0%	1	3.0%	1	0.0%	0

TOP REJECTS FOR DEACTIVATION:

MCI CODE [Z23] name/address	58%	19
MCI CODE [Z16] invalid TN	18%	6
MCI CODE [Z34] customer has migrated away from MCI	9%	3
MCI CODE [Z10] invalid or insufficient reject detail	6%	2
MCI CODE [Z12] pending order	6%	2
ALL REMAINING UNKNOWNS	3%	1
AO ASSIGNABLE ORDER	0%	0
CA CANCELLED ORDER	0%	0
CP COMPLETED ORDER	0%	0
PD PENDING ORDER	0%	0
D4045 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I OR O MISSING	0%	0
D4055 - DLNUM=&DLNM LTN=<N ALI MUST BE UNIQUE	0%	0
D4065 - DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING	0%	0
D4310 - DLNUM=0001 LTN=9127485928 LANO PROHIBITED WITHOUT LASN	0%	0
E2040 - LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	0%	0
E2060 - LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION	0%	0
E2080 - LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	0%	0
E2085 - LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	0%	0
E2115 - LOCNUM=000 ZIP CODE-EU MUST BE 5 OR 9 NUMERICS AT THIS LOCATION	0%	0
E2120 - LCON-NAME MUST BE UP TO 15 ALPHANUMERICS WITH EMBEDDED BLANKS AT MAIN LOCATION	0%	0

ATTACHMENT 3

Local LEC Interface Management System

Search UNE-P Order By PON:

Inbound Report

PON= S004490777BSGAPR

version= 1

status=Unknown

Local Service Request

Administrative Section

CCNA	PNUM	VERSION	AN	ATN		
WUA	S004490777BSGAPR	1		7704325137		
LSRNO	**ORD**	**CNO**	**INIT**	**CDTSENT**		
7229200010925000332			MCIW EPS	20010925		
REP	**ST**	**IBT**	**TELNO**	**RT**	**CHC** **FDT** **D**	
LCSC			8007734967			
BI1	**BAN1**					
BI2	**BAN2**					
EC_VER	**DSGCON**	**NSP_DSGCON**	**NSP_DSGCON_TEL_NO**			
ONSP	**TDTR**					

Reason Detail Section

REF_NUM	LNUM	RCODE	RDET	ESDD	AFVR	ORD	LORD
0		1000	ADDRESS DOES NOT MATCH CSR				

LR Hunt Section

LOCNUM	HNUM	HID	TLI	HTSEQ

DID Section

REF_NUM	LOCNUM	DSTN	DTLI	DTK	DTGN	DRTI	DTGKID	DGOUT	DTNR

LR Circuit Detail Section

REF_NUM	LOCNUM	LNUM	LNEX	ECCKT	DSN	LTC	NOTYP
0	000	00001					
TNS	TERS	MATN					
7704325137							
CKR	ISPID	CFA	LORD				
NPORD							

LR Secloc Section

Directory Section

DATN	DRT	CC	DOR	DLORD	DAORD				
DSR_NO	DDA	DINIT	DCHC	DADT					
DBI1	DBAN1	DBI2	DBAN2	DLCON_INIT	DLCON_TN	DACON_INIT	DACON_TN	DLQTYR	SQTY

Remarks

LEC_REMARKS

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ATTACHMENT 4

OBSERVATION

KPMG Consulting

OBSERVATION 68
BellSouth Florida OSS Testing Evaluation

Date: May 11, 2001

OBSERVATION REPORT

An observation has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR-5).

Observation:

KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000). (PMR5)

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida. BellSouth also publishes the monthly processed data[1] (PMAP raw data[2]) used to create these reports. [3]

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting attempted to replicate these reports using BellSouth's published PMAP Raw Data User Manual, where applicable, the corresponding raw data, supported by technical assistance from BellSouth.

KPMG Consulting was unable to replicate the BellSouth reported values for the "Ordering: Percent Flow-through Service Requests (Detail)" SQM. The discrepancy is listed in the following table.

	Measurement	Category	KPMG Consulting-Calculated Value	BellSouth Reported Value
1	Auto Clarification	CLEC aggregate	40824	41568

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[1] The term "processed data" refers to the data used to validate SQM calculations. For certain SQMs, BellSouth uses the term "PMAP raw data".

[2] *The PMAP Raw Data User Manual* includes instructions to calculate SQM values for certain reports. BellSouth publishes the Manual and corresponding processed data to provide to CLECs the ability to calculate their SQM values independently and thus verify the reports. The Manual is posted and updated on the PMAP site. KPMG Consulting relied on the May 15, 2000 version of the Manual.

[3] These reports and PMAP raw data may be delivered in hard copy or via the PMAP Web site.

Question:

KPMG Consulting requires clarification of the calculation of "Auto Clarification" since other report values for this SQM are derived from the "Auto Clarification" value.

OBSERVATION

Date: June 29, 2001

OBSERVATION REPORT

An observation has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1).

Observation:

The BellSouth Release Management Team does not provide all prioritized Change Requests to the BellSouth IT Team for development and implementation (PPR1).

Background:

The BellSouth Internal Change Management Process is the process used by BellSouth to implement changes to its OSS. These changes are proposed by both BellSouth Internal Groups and the CLEC Community. Proposed changes are routed through a series of prioritization steps and combined into a Master Prioritization list. The thirty (30) highest-ranking change requests on the Master Prioritization list are then submitted to the BellSouth IT Team for possible implementation.[1]

Issue:

During the review of the BellSouth Internal Change Management Process, KPMG Consulting found that the BellSouth Release Management Team has a policy of providing only the thirty (30) highest ranking Change Requests to the BellSouth IT Team for development. Specifically:

1. The IT Team is not provided with an opportunity to review all proposed change requests that have been approved for development and implementation.

2. The thirty (30) highest-ranking Change Requests from the Master Prioritization list do not include all of the Change Requests that have been prioritized for implementation by BellSouth and the CLEC Community during the Change Control Process.[2]

Impact:

The BellSouth Release Management End-to-End Process Flow does not provide rationale for the policy of providing only the thirty (30) highest-ranking change requests during prioritization. This policy appears to limit the number of CLEC Change Requests that can be implemented.

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[1] End-to-End Process Flow, Version 1, Table on Page 37, Step 1.
[2] Documented in the BellSouth Master Prioritization List

ⓐ *BELLSOUTH*

Florida OSS Test
Observation 86

July 11, 2001

OBSERVATION REPORT

An exception has been identified as a result of test activities associated with the
Documentation Review of the Change Management Process (PPR1).

Exception:

**The BellSouth Release Management Team does not provide all prioritized Change
Requests to the BellSouth IT Team for development and implementation (PPR1).**

Background:

The BellSouth Internal Change Management Process is the process used by BellSouth to
implement changes to its OSS. These changes are proposed by both BellSouth Internal
Groups and the CLEC Community. Proposed changes are routed through a series of
prioritization steps and combined into a Master Prioritization list. The thirty (30) highest-
ranking change requests on the Master Prioritization list are then submitted to the
BellSouth IT Team for possible implementation.[1]

Issue:

During the review of the BellSouth Internal Change Management Process, KPMG
Consulting found that the BellSouth Release Management Team has a policy of
providing only the thirty (30) highest ranking Change Requests to the BellSouth IT Team
for development. Specifically:

1. The IT Team is not provided with an opportunity to review all proposed change
   requests that have been approved for development and implementation.

2. The thirty (30) highest-ranking Change Requests from the Master Prioritization list do
   not include all of the Change Requests that have been prioritized for implementation
   by BellSouth and the CLEC Community during the Change Control Process.[2]

Impact:

The BellSouth Release Management End-to-End Process Flow does not provide rationale
for the policy of providing only the thirty (30) highest-ranking change requests during

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[1] End-to-End Process Flow, Version 1, Table on Page 37, Step 1.
[2] Documented in the BellSouth Master Prioritization List

prioritization. This policy appears to limit the number of CLEC Change Requests that can be implemented.

BellSouth Response

Bellsouth provides the entire NCS Integrated list to BTSI, BellSouth's IT liaison. Bellsouth Release Management suggests a subset of that list be considered for the next available release scope. The subset of the integrated list is typically the first thirty change requests on the integrated list. Each change request on the integrated list can represent multiple changes on any of the supporting systems. Each feature that affects multiple supporting systems will limit our IT organization's ability to provide all of the features being requested.

Due to the frequency of the ability for a single change request to affect change on multiple supporting systems, our release scope is usually limited to less than what was requested. It is always our first priority to provide our customers highest priorities in the next available release.